

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

July 9, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:40 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50– 10:00	PRO Request for Change of Provider Report	R. Jibri
VI	10:00 – 10:10	EQRO Draft Report & Report Responses	M. Drinan
VII	10:10 – 10:20	Final MHSIP August 2012 Surveys - Training Schedule	M. Drinan V. Joshi
VIII	10:20 – 10:30	County Performance Outcomes – Feb. 2012 – UCLA Survey Pilot	V. Joshi
		Announcement:	

Next Meeting
August 13, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	July 9, 2012
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Claudia Fierro; Don Gonzales; Gassia Ekizian; Greg Tchakmakjian; Jessica Wilkins; Kimber Salvaggio; Kimberly Spears; Leah Carroll; Lisa Harvey; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Marcy Pullard; Michael Tredinnick; Michele Munde; Michelle Rittel; Misty Aronoff; Monika Johnson; Rashied Jibri; Rhiannon De Carlo; Sandra Chang Ptasinski; Tara Yaralian; Timothy Beyer; Trudy Washington; Vandana Joshi		
WebEx Participants			
Excused/Absent Members	Ann Lee; Angela Kahn; Debi Berzon-Leitelt; Emilia Ramos; Fang Xie; Julie Agojo; Julie Valdez; Kari Thompson; Kia Hayes; Kimberly Floyde-Vanvelzen; Kumar Menon; Leticia Ximenez; Leslie Shrager; Lisha Singleton; Lupe Ayala; Mary Crosby; Melody Taylor Stark; Michelle Chiappone; Nina Johnson; Sam Keo; Sylvia Guerrero		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved with requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: Dark in June.	Next meeting: August 7, 2012.	K. Floyde-Van-Velzen
	SA 2 Adult: Dark in June. Planning to merge the adult with children for the survey training.	Next meeting: July 19, 2012.	K. Salvaggio
	SA 2 Children: Paul McIver presented an update on Medi-Cal AB3632. Planning to merge the adult with children for the survey training.	Next meeting: July 19, 2012.	M. Rittel
	SA 3: Dark in June. Performance Outcomes Survey training to be held at next meeting.	Next meeting: July 18, 2012.	G. Ekizian
	SA 4: Dark in June. Performance Outcomes Survey training to be held at next meeting.	Next meeting: July 17, 2012.	A. Bray
	SA 5: Dark in June. Performance Outcomes Survey training to be held at next meeting.	Next meeting: July 10, 2012.	M. Johnson
	SA 6: Test Calls discussed. Performance Outcomes Survey training to be held at next meeting.	Next meeting: July 26, 2012.	K. Spears
	SA 7: No report. SA 8: Ms. Aronoff introduced Ms. Michele Munde, new Co-Chair for SA 8. Ms. Aronoff will be taking a leave from being the Co-Chair. Performance Outcomes Survey training to be held at next meeting.	Next meeting: July 18, 2012.	M. Aronoff

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Countywide Children's	Dark in June. Performance Outcomes Survey training to be held July 23, 2012.	Next meeting: August, 2012.	L. Harvey
Cultural Competency Committee	The Bilingual Bonus Policy & Procedure is being reviewed by the Human Resources Bureau. Cultural Competency Unit continues to work on Policies & Procedures for Consumer Access to Interpreter for Services.	Next meeting: July 11, 2012. 695 S. Vermont Ave., 15 th Floor at 1:30 p.m.	S. Chang-Ptasinski
Clinical Issues OMD Report	Dr. Eisen reported a new Pharmacy Division, Chief Pharmacist, Russell Kim, Pharm. D., will be coming on board. Ms. O'Donnell reported newly developed psychiatrist chart peer reviews have commenced for all consumers prescribed 5 or more psychotropic medications. Previously a review was conducted on those consumers prescribed 6 or more psychotropic medications. Established pharmacology protocols are being applied.	A de-identified report on psychiatrist peer review may be available at the next Departmental QIC Meeting.	C. Eisen M. O'Donnell
PRO Request for Change of Provider Report	The Request for Change of Provider (RCP) Report is being finalized.	The RCP Report will be distributed at the September meeting.	R. Jibri
EQRO Draft Report & Report Responses	Ms. Drinan discussed the Los Angeles County Feedback to CAEQRO Outside Review Draft Report FY 11-12. Recommendations from last years report were fully addressed. Most of the requested changes to the draft report were revised as requested. More QI work still needs to be done for timely access to services and consumer involvement.	The next APS/CAEQRO Site Review is scheduled for April 29, - May 2, 2013.	M. Drinan
		The Clinic Re-Design Workgroup continues to meet to improve accessibility.	M. Drinan

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>State Performance Outcomes - Final MHSIP August 2012 Surveys Training Schedule</p>	<p>SA Trainings will be conducted July 10 - August 7, 2012. As specified in the State's Info. Notice 12-03 dated May 8, 2012, LA County will be administering MHSIP surveys August 20-24. The State approved LA County's use of a randomized representative sample of providers. Randomly selected providers have been identified within each SA, including contracted and directly operated, youth and adult providers. The sample was based on outpatient services provided during the 4th week of August 2011. The list of randomly selected providers has been distributed to the SA Liaisons. All consumers who receive outpatient services by the randomly selected providers during the survey period of August 20-24 should be given an opportunity to complete the appropriate MHSIP satisfaction survey forms. The State shortened the Adult and Older Adult Forms by removing the Quality of Life (QOL) questions. The final schedule of survey trainings is attached.</p>	<p>Ms. Joshi will post survey forms to the LACDMH website. SA staff that encounter problems should contact their SA Liaisons.</p> <p>(NOTE: State Info Notice 12-03 dated May 8, 2012, was emailed to the membership on 6/18/12, at 12:42 pm.)</p>	<p>M. Drinan V. Joshi T. Beyer M. Borkheim</p>
<p>County Performance Outcomes – Feb. 2012 – UCLA Survey Pilot</p>	<p>We anticipate having the report and pilot data back from the County Performance Outcome Survey conducted in February 2012 by UCLA, in the near future. This pilot was conducted to test the abbreviated survey form.</p>	<p>Data from the February pilot survey will be available in the near future by legal entity and by Service Area. This data will be posted for provider access and use on the Dept's QI Website.</p>	<p>M. Drinan V. Joshi</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Final Consumer Perception Survey Training Schedule ➤ EQRO Draft Report & Report Responses 		
<p>Announcement</p>	<p>Question: November meeting – reschedule or cancel?</p>		
<p>Next Meeting</p>	<p>August 13, 2012</p>		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS